



# Solar Information Packet for Residential Customers

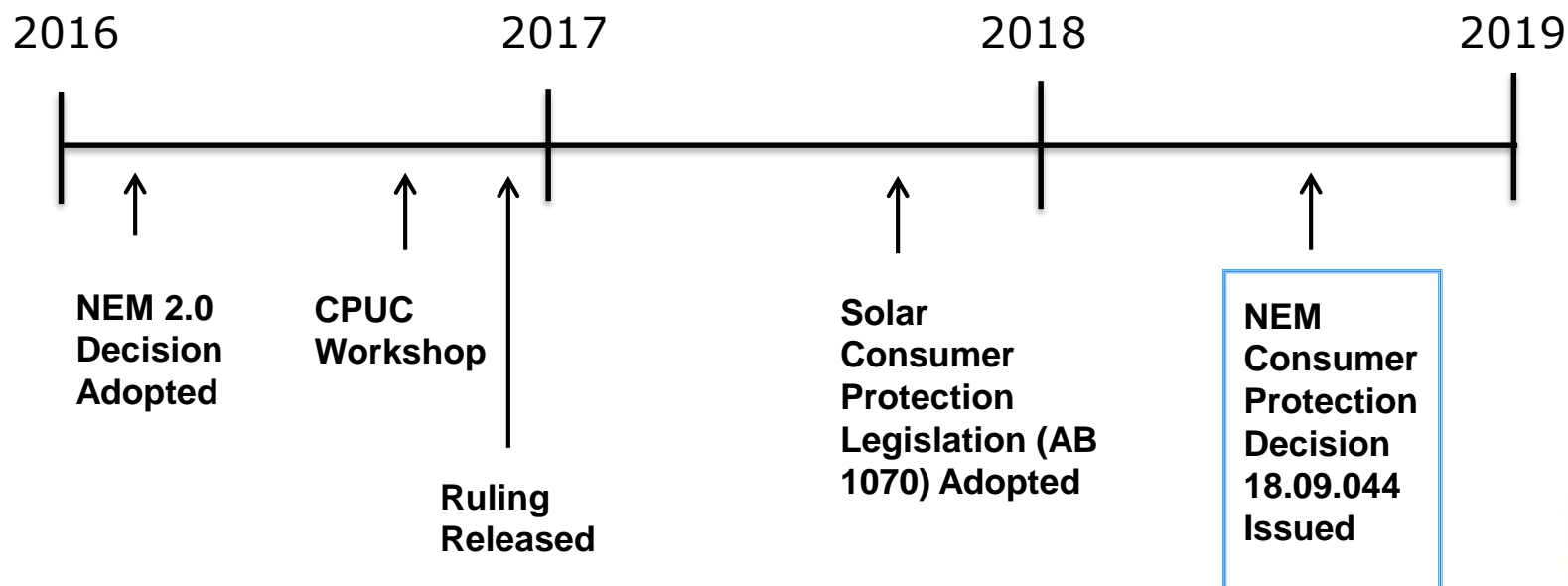


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# The Commission is Developing Consumer Protection Measures for Solar Customers

The 2016 Net Energy Metering (NEM) 2.0 Decision directed the Commission to develop an Information Packet for customers interested in going solar, and to consider additional consumer protection measures for NEM customers.





## **A September 2018 Directed The Energy Division to Lead a Process to Develop a Solar Info Packet**

Per D.18-09-044:

- The Energy Division will develop a Solar Information Packet for residential single-family homeowners across California.
- Solar providers are required to upload a customer-signed copy of the info packet into PG&E, SCE and SDG&E interconnection portals.
- The Packet will cover topics such as:
  - selecting a qualified contractor;
  - how to avoid solar scams;
  - solar financing; and
  - why energy efficiency is key before going solar





## **Energy Division Will Release Draft Content by 2/2/19 and Final Version by 6/30/19**

Per D.18-09-044:

- By 2/2/19: Energy Division will release draft info packet content for stakeholders to review.
- By 4/2/19, Energy Division will hold a workshop to refine content of the info packet.
- By 6/30/19, The Commission will post an initial version of the info packet to its website.





## **The September 2018 Decision States that Stakeholders May Wish to Align Info Packet with EUC brand**

The Decision states that stakeholders may wish to consider supporting the final design of the information packet in the next JCAP for the following reasons:

- A third party with consumer expertise will ensure info packet is tailored to layperson audience and not overly technical in nature
- Customers interested in installing solar are an important customer segment that is likely to participate in other demand-side management programs
- Stakeholders can help EUC leverage residential solar to reach customers who are likely interested in learning about EE, DR, grid supportive rates, and EVs





## What Gaps Could ME&O Implementer Fill?

- Design. The Energy Division needs support with the visual design of the information packet for both print and electronic versions.
- Copy Edits. The ME&O implementer could provide copy edits to ensure the language is consumer-oriented.
- Consistency with EUC Branding. The ME&O implementer could help ensure the solar packet is aligned with the EUC brand. The scale of project also aligns with EUC's platform (there are over 800,000 residential solar customers in the large IOU territories).





## **Energy Division Needs Design/Copy Edit Support in Q2 2019, with ongoing annual updates**

- The info packet needs to be graphically designed/edited in Q2 2019 in order to post initial version on Commission website by 6/30/19.
- Since solar providers are required to hand out info packet, no printing budget is necessary. CPUC's PAO will support CBOs with distribution of packet.
- The packet will need to be updated annually to contain current information and links to resources.





## Any Questions?

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